

Promis

Accueil

Header (do not copy this text)

This is the navigation menu (do not copy this text)

Our services

News

Team

By the way

Our History

FAQ

Gift

FR/FR

It promises a trouble-free integration.

Heroes (do not copy this text)

What is your situation?

I have a Certificat de Sélection du Québec (CSQ)

I am a temporary worker

I am an international student, an international student

I am a naturalized citizen, a naturalized citizen

I am a permanent resident, a permanent resident

I am a refugee, a refugee

(do not copy this text)

The Service Hub is in the home page and in the our services page

Discover our services

Reception and integration

Our advisors offer you personalized support to facilitate your integration and that of your family into Quebec society.

[\[Welcoming and integrating immigrants in Quebec | PROMISED\]](#)

Francization service

Mastering Quebec's official language is essential to fully develop in your workplace and integrate into the life of the province. Free of charge, our courses are recognized by the government and available for all levels.

[\[Francisation: free French course in Montreal | PROMISED\]](#)

Support for families

Our team regularly organizes outings and fun activities to allow you to immerse yourself and get involved in Quebec's cultural life. We also offer a personalized support service to families according to the needs of each.

[\[Support for Families - PROMISED\]](#)

School support

Because school plays an important role in the integration of young immigrants, Promis offers academic support for elementary and high school children.

[\[School Support - PROMISED\]](#)

Employment assistance

Our employment assistance service advises you in your efforts and prepares you for this new job market that you are discovering. Our team relies on a strong network of partners to meet your needs.

[\[Find work in Quebec with our advisors | PROMISED\]](#)

Food action

Our workshops and the collective garden of Promis allow you to grow different fruits and vegetables and expand your recipe book. You also have the possibility to order boxes of fresh fruits and vegetables at a fair price!

[[Food assistance and assistance in Montreal | PROMISED](#)]

Recent news section of the reception (do not copy this text)

Recent News

Recent news cards section of the reception (do not copy this text)

Image news 1 (do not copy this text)

What is the Public Writers service?

June 29, 2023

Image news 2 (do not copy this text)

Successful move

June 1, 2023

Image news 3 (do not copy this text)

The power of networking

May 3, 2023

-> button leading to the news hub (do not copy this text)

See all news [[All our services- PROMISED](#)]

Testimony

"Cleanliness, welcome, tranquility, security, and comfort await you in a sober and relaxing setting.
This was my first experience but certainly not the last."

– Celine, Norway, Avis Booking

Donation (do not copy this text)

Helping us make a difference

Donate

Footer (do not copy this text)

Mon- Fri: 9 a.m. to 5 p.m. Phone: (514) 345-1615 Fax: (514) 345-1088

3333, chemin de la Côte Ste-Catherine Montreal (Quebec), H3T 1C8

Our Services News About Team

Our History FAQ

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Put the logos of social networks (do not copy this text)

Promis-2023 Weasels

Thank you to our partners

Service Hub [All our services - PROMISED](#) (do not copy this text)

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Service detail (do not copy this text)

Welcome and integration (do not copy this text) details of the news

Advisors for reception & integration -> **Hero section of the service retail**

Reception and integration

You have been in Quebec for less than 5 years, PROMIS welcomes you and accompanies you to facilitate your integration! Individual intervention and collective intervention are at the heart of the support provided by counsellors in the process of social integration.

Discover services for immigrant integration

-> **Map section of the service detail** (do not copy this text)

Reception and integration

Preparing for the Canadian Citizenship Test

Two online workshops offered for your preparation for the Canadian citizenship test.

Reception and integration

Personalized support for integration into Québec society

We are committed to your integration into the Quebec community! Receive personalized support throughout your integration process, regardless of the stage in your journey.

Reception and integration

Referral to government and community programs and services available in Quebec

Not sure where to go through all the government and community programs or other services? Our team will guide you, contact us!

Reception and integration

Information sessions on various topics of interest to the settlement of immigrants

Discover all that Quebec has to offer. Get to know your host company and facilitate your installation in Quebec!

-> button back to the service hub (do not copy this text)

See all services [[All our services- PROMISED](#)]

-> Reception and integration details of services **Section make an appointment** (do not copy this text)

Make an appointment with an advisor now!

Meetings are done in person or online by videoconference, depending on your preference. Free service.

If you have any questions, please contact us

-> button that leads to a calendar however on our site the button will not bring any part (do not copy this text)

-> **Make an appointment button**

Web series- The journey- Episode 1

[<https://youtu.be/IO-t5AyRoCg?si=9Xrmdz825wlrNfv7>]

Podcast- Episode 5- Welcome and Integration

Insert podcast (do not copy this text)

Francization:

free French courses in Montreal -> **Hero section of service detail**

Francization service

Learning French, the key to success for the future in Quebec! The inclusive pedagogical approach used in the courses promotes active participation in the classroom and a climate conducive to learning French!

Join our information sessions to learn more!

As of June 1, all registrations for French courses in all centres will be done via the Francisation Québec platform [[Francisation Québec \(gouv.qc.ca\)](https://gouv.qc.ca)]

You can register yourself through the platform, but we offer you our support services for an easy and successful registration.

Learn French!

-> **Map section of the carousel** service detail (do not copy this text)

Francization

Francization Quebec

Our organization is a proud partner of the Government of Quebec to offer part-time, beginner, intermediate or advanced French learning services.

Francization

Online Information Sessions

We present the advantages of francization in PROMIS, the eligibility criteria, the course schedules and the documents you will need to register on the Francisation Québec platform.

Francization

Help with the scanning of your documents

All documents to be uploaded to the platform are only accepted in PDF format. We help you scan your documents and prepare them for your registration.

Francization

Accompanied registration

We guide you step by step in your registration through the Francisation Québec portal, you can bring your own computer or use one of our computers.

Francization

Public Writers' Workshops

Public Writers is a program that facilitates relations with government departments and agencies by promoting communication in French.

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See all services [[All our services- PROMISED](#)]

Web series- The journey- Episode 3

[https://youtu.be/c7fVOY-1f_E?si=f3Uj1iRtVgbsZoEH]

Podcast- Episode 6- Francisation

Insert podcast do not copy this text)

Family Support: -> **Service Detail Hero Section**

Support for families

Welcome and accompaniment of your family! Opportunities for immigrant families to receive support and get involved!

Discover the services offered

-> **Map section of the service detail** (do not copy this text)

Support for families

One-on-one support for families

Our family support service offers you support adapted to your situation!

Support for families

Socio-cultural outings for families

Fun and educational activities for the whole family, from the little ones to adults!

Support for families

Thematic workshops for families

Practical and thematic workshops for the whole family, from the little ones to adults!

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-> Make an appointment button

Web series- The journey- Episode 7

[[The Course - Episode 7](#)

]

Podcast- Episode 4- Family Support

Insert podcast (do not copy this text)

School support: -> **Hero section of service detail**

School support

Succeed in school, because failure is not an option! The School Support Service promotes the perseverance and success of immigrant youth aged 6 to 17 who are experiencing difficulties at school.

Discover the services offered

School support

School support for high school students (Teen Project)

The Teen Project offers the necessary academic support in mathematics and French through many activities to help your child succeed in school!

School support

School Liaison Officer

PROMIS promotes school-family-community relations, and thus accompanies them in their adaptation processes in Quebec.

School support

PROMIS Day Camp for Children Ages 6 to 12

The PROMISED Day Camp, a promise to learn while having fun!

School support

School support for elementary school children (Saturday school)

Saturday School offers tutoring in French and mathematics through many fun activities to help your child succeed in school. The Saturday School also offers educational activities to the families of beneficiary students.

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See all services [[All our services- PROMISED](#)]

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-> Make an appointment button

Discover our service in video

[[The PROMIS School Support Department.](#)

]

Podcast- Episode 8- School Support

Insert podcast (do not copy this text)

Employment Assistance: -> **Service Detail Hero Section**

Employment assistance

The Employment Assistance Service supports immigrants, graduates here or abroad, with the status of permanent resident or Canadian citizen.

Discover the services offered

Employment assistance

English courses for beginners and intermediates

Promote your integration into the job market by learning the English language. Our courses for beginners and intermediates will allow you to familiarize yourself with the written language.

Employment assistance

Personalized counselling for job search

Do not let your doubts hold you back, meet our team and receive personalized support, adapted to your needs to allow you to find a tailor-made job!

Employment assistance

Support for recognition of prior learning, reorientation and vocational training

Adjust your resume with our advisors as part of a personalized follow-up and have your prior learning recognized in Quebec or receive the necessary support for a reorientation and / or professional training!

-> button back to the service hub (do not copy this text)

See all services [[All our services- PROMISED](#)]

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-> Make an appointment button

Web series- The journey- Episode 4

[[The Course - Episode 4](#)]

Podcast- Episode 2- Employment

Insert podcast (do not copy this text)

Food action: -> **Hero section of service detail**

Food action

Through workshops and educational activities, L'Action Alimentaire helps families and immigrants to have a healthy, balanced and quality diet. We raise awareness of food security in various communities.

Discover the services offered

Food action

Lunch Box Workshops in Côte-des-Neiges

CDN Lunch Box is a free after-school food education program for children. We offer cooking and food literacy activities open to students in grades 4 and 5, who have first- or second-generation immigration experience.

Food action

Collective garden

Under the sign of collaboration, the PROMIS Collective Garden is a friendly place that will allow you to grow and harvest, with your family and with other families, different fruits and vegetables!

Food action

Information and collective cooking workshops

Given by a nutritionist, the information workshops allow you to get advice on nutrition and the collective cooking workshops allow you to enrich your family recipe book and share a pleasant moment in the company of other project participants!

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See all services [[All our services- PROMISED](#)]

Web series- The journey, episode 6

[[The Course - Episode 6](#)]

News hub (do not copy this text)

Recent News

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May 3, 2023

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February 21, 2023

National Day of Living Together

January 12, 2023

Withstanding the Quebec winter

December 6, 2023

Assess your needs to choose your insurance

November 8, 2022

How to sponsor your partner to immigrate to Quebec?

September 16, 2022

Studying in Montreal: How to Reduce the Cost of Student Living

August 8, 2022

All about the Canadian citizenship test

May 31, 2022

Practical guide to understanding labour standards in Quebec

May 5, 2022

Foreign driver's licence and driving in Québec: what you need to know!

April 5, 2022

News details (do not copy this text)

When you have clicked on one of the news of the service hub it opens a detailed page of each news and here is its display. (do not copy this text)

Hero section of the news detail (do not copy this text)

Image of the hero Sarah's contribution

Sarah's contribution

July 1, 2023

The Maria-Goretti residence, PROMIS' accommodation service, recently inaugurated its café space on the 5th floor: the MG café.

It is a place of sharing, warm and very well appointed, in which residents can meet to discuss over a coffee. In order to make the atmosphere more pleasant, a resident wanted to use her artistic talents to offer a fresco. We present the story of this young woman through a text that she wrote herself.

Sarah

's letter I am Sarah, an energetic girl, passionate about sports and art. I particularly like to paint. I love creating and working manually, it embellishes my life and my daily life.

Seven years ago, I left my home country of Iran hoping to find more stable conditions and a

better quality of life in Canada. When I arrived here, I enrolled in the Preschool and Elementary Education program at UQAM, which is an exciting field in which I wanted to improve. My journey as a student here has certainly been one of many challenges and difficulties to face. I went through difficult times, but my determination and dreams led me to continue this adventure. Moreover, an important motivation was to have my own class and to accompany students. Now, I am proud to have the opportunity to be a teacher in a reception class in Montreal and to accompany young people who have a similar background to mine.

What happiness when a dream comes true!

Immigration has brought me a lot. In other words, it allowed me to grow. I saw in me a courageous and persevering girl who continued to move forward despite fears and doubts. I learned to believe in myself.

Living in a residence has allowed me to take advantage of the opportunities offered by a community life: sharing, complicity, discoveries, meetings, harmony, respect, serenity, freedom, security, warm welcome, positive energy and tranquility.

My time at the Maria-Goretti residence offered me a living environment that acted as a safe nest where I was able to equip myself and drop myself off during my first years in Canada. This passage gives us a wonderful energy and impetus for the rest of our lives in this country and for our complete fulfillment.

Thank you very much to the management team who takes us under their wing, who ensures our daily well-being, our comfort and the quality of the services offered. For us, who leave our nest to settle here, words fail to signify the importance that this represents and all our gratitude for it.

Before I left this exceptional residence, I wanted to leave a little sweetness for all of you, namely the paintings I made in the new café on the 5th floor.

This is my way of saying THANK YOU!

Sarah Khademagha

[Discover more news](#)

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Image news 1 (do not copy this text)

What is the Public Writers service?

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May 3, 2023

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Hero section of the news detail (do not copy this text)

Image of the hero Succeed in his move

Successful move

June 1, 2023

We are already in the middle of moving season. Although most moves take place on July 1, the season officially starts on April 1.

This month, we have written for you some tips to make your move a success. This will help you plan your actions and avoid several unpleasant surprises.

Rent a truck

Indeed, it can be difficult to make your move with a car. Even if the space of some vehicles allows you to enter a lot of things, it is still quite rare that your mattress or your appliances can fit in. You will therefore need to rent a truck and we advise you to book one as soon as possible. If, unfortunately, you try to rent a truck a few days or weeks before your move, it may be that the rental is excessively expensive, that the truck is not suitable for your needs (too small or too big for what you have to carry) or you may not even find one.

Pack your belongings

A priori, you will find cardboard boxes from several suppliers. However, the price is quite high. We therefore advise you to contact local merchants who receive merchandise regularly. For example, grocery stores or pharmacies. They may have received their orders recently and will be happy to offer you the boxes rather than putting them for recycling. To pack your dishes or fragile items, it is recommended to use newspaper or old promotional flyers. Again, you can go to the merchants in your neighborhood who may be able to provide you with old copies of their flyers. If you are currently staying in a building with several apartments, it is possible that at the entrance there is a display in which you will find several flyers. Paper will protect your objects and not damage them. Don't forget to recycle it afterwards!

Address changes

How many utilities need to know your address? Much more than you think!

Making your address changes can be long and tedious. Fortunately, the governments of Canada and Quebec have made available an online form that allows you to apply the change of address to all services offered by these two levels of government. For example, by filling out the form on the [Québec government's website](#), you can change your address with Revenu Québec, the SAAQ, the RAMQ, etc. Subsequently, you will only have to make the change with your insurer, financial institution, telephone provider and any other service you receive.

Items to keep close to you

On the day of your move, when everything is packed and you have taken possession of your new home, some things will be useful from the first hours. First, keep toilet paper, tissues and/or napkins handy. This will come in handy in many situations. Then have a bottle of water, because the further we go through the moving season, the higher the temperatures are likely to be and you will need to hydrate. Do not store all your kitchen utensils in the boxes. After the move, you and your loved ones will be hungry. This is not the best time to go in search of kitchen items. Finally, identify the place where your curtains are. The first night in a new home is rarely comfortable, but you can still create a little bubble of privacy.

Are you currently looking for accommodation? Not sure where to start in your research? Do not hesitate to make an appointment with one of our [reception and integration counsellors](#) or with our [family support service counsellor](#). We're here to help!

[Discover more news](#)

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Hero image The power of networking

The power of networking

May 3, 2023

We regularly hear about the importance of surrounding yourself with a network of acquaintances. This is an even more necessary factor for a person in an immigration situation. Whether you arrived in Quebec alone or with your family, building a circle of personal and professional acquaintances will be of great help. We tend to underestimate the impact that some people can have in our lives. Meeting new people can give access to a whole new world.

Here are some tips.

Job search

Having a professional network makes it much easier to find a job. Indeed, job offers are mostly accessible through job search web platforms as well as through companies' communication channels. However, there is a lot of word of mouth. That is to say, you have to be in contact with the right people to be able to benefit from opportunities that will not be offered to the general public and that will be accessible to you thanks to the people in your network. In addition to making your job search easier, professional networking can be beneficial for entrepreneurs.

Potential customers

Having a business means facing issues such as acquiring new customers and retaining and retaining current customers. Networking is interesting because it can allow you to get in touch with potential customers. By expanding your community, you will be able to reach a much larger pool of people who will learn about your business. These people may be interested in your products or services. This new clientele will be able to share their appreciation of your company in their own network and become ambassadors for your brand.

Social life

Recent immigration greatly affects the social life of people who experience this situation. This is why it is strongly recommended to create a circle of acquaintances when arriving on the host land. It can be comforting to meet people who are going through similar situations, whether they come from the same country of origin or not. It can also be reassuring to get to know people from the country in which we settle. Thus, you can register, for example, for a sports class or a creative workshop. In addition, volunteer opportunities can support your social gatherings and promote your integration.

These networking options can be done in different ways. In particular, by using social networks, integrating into a group or frequenting particular places. Here are some opportunities not to be missed to grow your network:

In connection with its employment assistance service, PROMIS presents a workshop on the use of the professional social network LinkedIn. Consult the [calendar of activities](#) for the date of the next session.

PROMIS has set up an immigrant entrepreneurship project. Several times a year, series of workshops are offered to help you plan a business project.

Do you want to perfect your knowledge and start a business? Check the [website](#) for details on the next cohort.

PROMIS Family Support and School Support offers you the opportunity to get involved in the community. Interested in volunteering? Do not hesitate to contact us: info@promis.qc.ca

Discover more news

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Image of the hero When a career change is necessary

When a career reorganization is needed

May 3, 2023

Moving to a new country does not mean that it will be possible to keep a job in the same field as in one's home country. In Quebec, some sectors of activity are more in demand than others. In addition, it is sometimes necessary to obtain equivalencies in terms of studies to practice one's profession in another country. The procedures, the training and the costs involved are sometimes not what we aspire to when we arrive in a new region. This is why many immigrants opt for career reorientation. We present you some tips to enlighten your choice.

Identify your needs

To start, it is very important to know your own needs and desires. Certainly, when you arrive in the country, it is often urgent to find work. However, it can be beneficial to take a job and start the career transition process at the same time. To target your interests and help you in your choice, do not hesitate to use tools such as online orientation questionnaires or consult a counsellor in order to carry out an orientation test. This is a good time to ask yourself about your future and what you would like to do with it.

Learn about opportunities

As mentioned earlier, the areas seeking the highest number of employees differ by geographic region. Thus, it is essential to learn about opportunities and analyze the job market according to where you decide to settle. Many websites are at your disposal to identify the sectors of activity offering the most opportunities in Quebec.

Have the required training

Although an industry is attractive to you and offers many opportunities, you may not have the training required to get a job in that field. Therefore, it is necessary to inquire with an employment assistance counsellor in order to identify the prerequisites and start the right training. Some institutions offer low-cost courses on

an evening schedule, allowing you to have a job during the day while learning the basics of another trade.

Use all the resources at your disposal

Whether it's doing your own online research or making an appointment with an expert, we recommend that you use all the resources that can be made available to you in your job search. In addition, depending on the type of training and your immigration status, you may be eligible for a loan and bursary program that will help finance your return to school. PROMIS offers two services to facilitate your integration into the job market. Employment Assistance counsellors can help you through all of the steps listed above and help you get into a field you're passionate about. Otherwise, if you wish to settle in the region, that is to say outside Montreal and its peripheries, our regional settlement advisors are able to support you in your approach and help you in your projects.

For more information or to get an appointment with an employment assistance counsellor or a settlement counsellor in the regions, visit the page of the service of your choice:

- [Employment assistance](#)
- [Settling in the regions](#)

[Discover more news](#)

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When a career change is needed

March 14, 2023

Image of the hero When a career change is necessary

Testimonial of a successful career

February 21, 2023

This month, we wanted to share with you the testimony of someone who has benefited from PROMIS' family support service. His life journey, his experience with the organization as well as his investment in his projects and his family demonstrate incredible strength and resilience. PROMIS is very proud to have been able to accomplish its mission by accompanying this person through his immigration journey.

This person arrived from Cameroon several years ago. She has not had an easy journey. After fighting and litigating her case in court for emancipation as an individual and parent of two children, she faced many challenges as an immigrant.

PROMIS services were introduced to her at her children's school by a school liaison officer. This is how she was informed of the offer of the family support service and a first meeting was organized with Ginette Bibeau, social integration counsellor.

After training as a beneficiary attendant, it was now the entrepreneurship program for immigrants at PROMIS that caught his attention. The success of this program led him to start his own housekeeping business. Her goal was to be able to manage her schedule, acquire a greater level of freedom and be more available to her children.

With Ginette, a strong relationship has been created. It is a comfort, a motivation and an invaluable development of his immigration journey that have been offered to him. In addition to helping him receive the monetary benefits that were available in his situation, Ginette led him to discover the benefits of a good integration thanks to the group outings organized by PROMIS.

After many years of waiting and many pitfalls on his journey, this person finally obtained his permanent residence. Several periods of discouragement failed to make him let go. A meeting with an employment counsellor allowed him to write his resume. The stars are now aligned. An institution wishes to offer him a position that will allow him to pursue his personal development.

During the interview, several points emerged, but what struck me the most was the strength of character, determination and patience of this person who had everything to gain in the success of his journey.

Moreover, she wanted to pass on advice to recent immigrants who find themselves in vulnerable situations: "Do not miss any chance, seize every opportunity to integrate well, that's the key!"

[Discover more news](#)

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March 14, 2023

Image of the hero When a career change is necessary

[International Day of Living Together](#)

January 12, 2023

As part of the National Day of Living Together, which will take place in Quebec on January 15, PROMIS wishes to highlight the presence of 5 public figures who make Quebec's cultural life a space in which diversity continues to flourish.

Kim Thuy

The writer is of Vietnamese origin. At the age of 10, she left her native country and arrived in Quebec. His literary works are largely inspired by his personal life. Some of his novels refer to the migratory journey of Vietnamese refugees as well as the exploration of dual identity. Kim Thuy is also a speaker. On many occasions, she mentions her beautiful relationship with her host country. In 2020, on the show "Le Temps du débat" on France Culture, she shared her feeling that Quebec has allowed her to "solidify [her] anchorage by offering [her] all the freedom necessary to grow [her] branches to the rhythm of the sun and moon."

Sources:

https://fr.wikipedia.org/wiki/Kim_Th%C3%BAy

<https://www.radiofrance.fr/franceculture/kim-thuy-le-vietnam-est-dans-mon-sang-et-le-canada-sous-ma-peau-5990495>

Boucar Diouf

Of Senegalese origin, Boucar Diouf has explored several careers. Among others, he is a television and radio host, biologist, oceanographer, humorist and writer. He moved to Quebec in 1991, in the Rimouski region. Being disabled, he experienced physical and psychological distress that has greatly dissipated since his arrival in the country. In an interview with Chatelaine magazine in 2015, he said: "As an immigrant, if I love this nation, it is because I was offered a living together in a true secularism. Between the setbacks of communitarianism inspired by the British model and this tight mixed Quebec that we are trying to put in place, I am absolutely certain that it is here that we find the most open project of welcoming and integrating diversity. »

Sources:

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<https://www.msn.com/fr-ca/divertissement/celebrities/boucar-diouf-parle-pour-une-rare-fois-de-sa-condition-physique/ar-AAXSnkM>

Jemmy Echaquan Dubé

This young actress comes from the Attikamek community of Manawan. At the age of 6, she moved to Joliette and was the target of discriminatory comments and acts. Today, she is a testament to her pride in her roots and culture of origin. Her role in a recent series on the small screen gives her hope of becoming a role model for teenagers belonging to Indigenous communities. She is also a spokesperson for the First Nations Youth Network and works for Wapikoni.

Sources:

<https://www.tvanouvelles.ca/2020/01/20/je-me-faisais-traiter-de-sauvage—jemmy-echaquan-dube>

<https://inm.qc.ca/jemmy-echaquan-dube/>

Dany Laferrière

In addition to being a writer, the man of Haitian origin is also a poet, screenwriter, director and journalist. He arrived in Montreal in 1976 and began his writing activities. His career allows him to be discovered by the French public and this leads him to have a wide presence in several Parisian media. Notably, he was elected to the Académie française in 2013. Despite a difficult start during which he obtained precarious jobs, all his literary work has seduced Quebec readers since his 1985 novel. As soon as he arrived, Dany Laferrière enjoyed his freedom. First of all, that of having access to a vast cultural space, of "reading the complete version of the texts of which [he] had only read extracts in Port-au-Prince". Then, that of enjoying the nightlife, of "the night without risks, without police threat, with young girls drinking wine in cafes, in the middle of singers, poets, singers. "

Sources:

https://fr.wikipedia.org/wiki/Dany_Laferri%C3%A8re

https://www.lexpress.fr/culture/livre/dany-laferriere-se-voit-en-academicien-volant_1569707.html

Danièle Henkel

Born in Morocco, Danièle Henkel is a true figurehead of the entrepreneurial field in Quebec. In 1990, she moved to the province with her family. Committed and determined, she takes on many challenges in order to carve out a place for herself in the business world. Stopping at nothing, she imported the very first exfoliating glove in North America. It comes from an ancestral ritual practiced in the hammams of his native country. To this day, his family business Renaissance still keeps this Moroccan tradition alive in his host country of Quebec.

Sources:

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Withstanding the Quebec winter

December 6, 2022

In Quebec, winter offers us radiant landscapes. On the other hand, it is a tough season. The first winters can be a real challenge. But don't worry! You'll eventually get used to the snow and cold temperatures. According to statistics, the coldest and snowiest months are January and February. However, beware! In Quebec, weather conditions are unstable and we can sometimes have big surprises. To survive the Quebec winter, it is necessary to have the right equipment to stay warm and to know some tips that will facilitate your daily life. Above all, you have to know how to take advantage of this magnificent season to appreciate it.

Be warm, but mostly dry

First, you will need a toque, a scarf and mittens. Indeed, mittens will retain the heat of your hands better than gloves. Be aware that it is possible to buy these items in many shops, but also in thrift stores and from certain organizations. You will also need a pair of winter boots. Ideally, choose an insulating and waterproof model. The same goes for your winter coat. It is imperative to stay dry to be warm. The use of the "onion" technique is highly recommended. It is composed of 3 layers of clothing. The first is sports underwear, a lightweight base layer. The second is a fleece-style insulation. Then you put on your insulating and waterproof coat. At the beginning and end of the season, you will find several items on sale in the shops. Feel free to buy what you'll need when winter returns and save on regular prices. If you have trouble tolerating the cold, you can get heated pouches to slip into your gloves and/or boots.

Some tips

Plan ahead! When there is a lot of snow, use public transport rather than the car. Road trips are frequent in winter. Buses may be delayed due to inclement weather, but it is still a safe and efficient means of transportation. On the other hand, if you need to use your car, plan to leave early. Snow and poor road conditions slow down traffic a lot. If you do not feel comfortable with winter driving, it is possible to take a specific course. Always be alert to snow removal operations and especially remain very careful when walking in the streets.

When it's very cold, we all tend to turn up the heat in our homes. The disadvantage is that when we go outside, our body experiences a thermal shock due to the large temperature difference. It is best to avoid this situation by keeping the heating of your home around 19 °. Finally, a good diet is required. Some foods will provide you with the necessary vitamins and minerals such as fruits and vegetables rich in vitamin B and C.

Enjoying winter

During this superb season, you can experience several sports such as ice skating, skiing, snowboarding, hiking and snowshoeing. It is not necessary to have your own equipment to practice these sports. Several places will offer you the possibility to rent the necessary equipment for the day. In Montreal, the trail in Mount Royal Park is a must. In the region, several mountains are accessible. In addition to outdoor activities, there are a multitude of activities to do during the winter. For example, visiting museums, borrowing books from the library, cooking hot meals or playing board games with your family. The human warmth that comes from having a good time surrounded by your loved ones will help you get through the winter.

PROMIS Family Support Service is available if you want help or get involved in the community. Being able to gather and socialize with other families is a good way to expand your circle and enjoy winter activities. We also offer the "Cloakroom" service which allows people in need to buy some winter items.

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Assess your needs to choose your insurance

November 8, 2022

When we arrive in a foreign country, our need for protection may increase. We may, with good reason, feel the need to protect ourselves, but also to protect our family and everything we own. In Quebec, there are several types of insurance that can help us overcome some of our insecurities. However, before choosing insurance, it is essential to define our needs and budget. Taking steps to choose your insurer and select the product that suits you can quickly become a real headache. That's why here we offer you an overview of the most common insurances.

Health and medicines

Depending on immigration status, it may take some time before a person is eligible for the Quebec Health Insurance Plan (RAMQ). That's why health insurance is so valuable. Many insurers offer the possibility for newcomers, temporary workers, international students as well as visitors to obtain coverage in case of need for hospital care, care prescribed by a doctor (for example, prescription drugs, x-rays, etc.), ambulance fees and any other necessary health-related expenses. Obviously, it is not appropriate to take out the most expensive insurance when we know that we will be entitled to RAMQ coverage shortly. On the other hand, if you think you have to wait a long time to get it, it is better to take out more comprehensive insurance. The cost of these insurances will depend on your age and sometimes your current state of health. The length of your stay can also influence the cost of insurance. In Quebec, prescription drug insurance is mandatory. It can be taken from the RAMQ unless you have a work permit or a study permit. In this case, it will be necessary to subscribe to a private insurance.

Dwelling

If you've just purchased a property, it's almost certain you'll want home insurance. If you live in a rental accommodation, know that it is also possible to insure your home. Many insurers will offer you basic protection to which you can add additional production. Nevertheless, one must always be vigilant with regard to the conditions of complaint. Basic insurance can cover fire, water damage, theft, but the context and conditions in which the damage occurred influence the degree of protection. Always be informed of the conditions that govern your insurance contract.

Car

When you own a car, you also have the obligation to take out insurance. Again, you will have several options. With basic protection, you will normally be covered in the event of a collision. However, you can add protection in case of damage caused by bad weather, theft or fire. It is recommended to assess your needs by considering the risks around you. For example, whether you live in the countryside or in the city, the risks associated with weather conditions are not quite the same. Similarly, if you lend your car to a less experienced person, you run more risk.

Life and disability insurance

Life insurance can take many forms. Nevertheless, they offer protection to those around you in the event of death. It can be worrying to leave our family without financial resources to continue housing and to pay the various expenses generated by our death. Insurance will allow them to cover some of these costs. However, your needs may lead you to take out disability insurance only. This will allow you to obtain a salary if you are the victim of an accident or suffer from an illness that prevents you from continuing your work.

In short, the choice of insurance will always depend on your needs, but also on your financial situation. For help with the process, [click here](#) to make an appointment with one of our reception and integration advisors. In addition, be aware that many employers offer their employees private insurance among which you will find several protection options. If you are looking for a job, do not hesitate to make an appointment with one of our employment assistance counsellors by [clicking here](#).

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How to sponsor your partner to immigrate to Quebec

September 16, 2022

You recently got your permanent residence, congratulations! You like Quebec and want to settle there permanently. Now that you have taken this big step, you would like to sponsor your partner to live together this new adventure. How do you sponsor your partner's permanent residence? We explain everything!

1. How does a sponsorship application work?

To complete a sponsorship application, you must first complete the process at the federal level, with Immigration, Refugees and Citizenship (IRCC). Once you have sent the Government of Canada all the required forms with the requested supporting documents and paid the processing fee, IRCC will analyze your entire file.

If it is deemed admissible, you will be invited to submit your application at the provincial level to the Ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI). Again, you will have to fill out the requested forms, attach the supporting documents and pay the required fees. After reviewing your file, the MIDI will forward its decision to the IRCC office, which will process the application for permanent residence you are sponsoring if your partner meets the requirements set out below.

2. Eligibility criteria to sponsor...

To sponsor your partner, you must meet the following conditions:

- be at least 18 years of age;
- be a Canadian citizen or permanent resident;
- live in Canada or prove that you plan to return with your partner;
- not have been convicted, on Canadian soil or abroad, of murder or certain serious offences;
- not receiving social assistance for a reason other than disability;
- be able and willing to make a financial commitment to your partner for at least three years;
- not be subject to a removal order or be detained in prison.

Finally, if you sponsored a previous partner and less than three years have passed since they became a permanent resident, if you have defaulted on past commitments or are in default, you cannot sponsor your current partner.

What is commitment?

For three years from the date your partner becomes a permanent resident, you commit to providing for their basic needs. In particular, you must assume his expenses related to housing, food, clothing, travel but also all costs related to health or professional integration.

In a way, you vouch for the person you are sponsoring and must repay any money they may receive in the form of government financial assistance or special benefits. It is very difficult to terminate a sponsorship undertaking prematurely; It cannot be cancelled due to financial problems or if your relationship ends. This is a decision that should not be taken lightly!

3. and the conditions to be sponsored

The person you are sponsoring must be at least 18 years old and hold a valid passport. In most cases, individuals who have been convicted of criminal offences will not be eligible for the sponsorship program. Your partner will also have to undergo a medical examination.

The type of application you will need to file depends on the right title for your relationship. The Act distinguishes between the status of spouses, common-law partners or conjugal partners. Make sure you meet the requirements for these different categories to ensure you are eligible for the program:

- Spouse: if your marriage is legally recognized by the laws of Canada and the country where it took place;
- Common-law spouses: if you can prove that you have lived together for at least 12 consecutive months;
- Conjugal partners; if you have been in a relationship for at least a year and are not living together for reasons beyond your control.

4. Apply for sponsorship

If you meet the various requirements, and you and your partner are ready to embark on this process, you can start by obtaining the [application package](#) available on the IRCC website.

The processing time for applications is estimated at 12 months at this time. The application fee is updated annually; Since the end of April, it is necessary to count at least \$ 1,080 at the federal level, \$ 301 for the provincial.

If your application is refused, you have various avenues to appeal the decision. Do not hesitate to turn to Promis advisors to assist you in your efforts and obtain more

information on your possibilities. You can make an appointment for a free meeting, online or in person.

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Study in Montreal How to: Reduce the Cost of Student Living

August 8, 2022

With the start of the school year fast approaching, some students will be very happy to know that living in Montreal is no more expensive than in many other major Canadian cities. As an international student, it can sometimes be difficult to move

towards the least expensive products and services. To help you establish a budget according to your means, here are some ideas.

Finding affordable housing

First of all, several schools have a student residence. Generally, the accommodations are offered at an affordable price, they are furnished and utilities are included. Some residences offer studios for the modest sum of \$415/month. For more information, visit your institution's website. Then, on the island of Montreal, housing prices differ depending on the neighbourhood. The boroughs of Côte-des-Neiges, Hochelaga-Maisonneuve, Saint-Laurent, Ahuntsic and Villeray-Parc-Extension will be the least expensive, if you are looking for a small apartment. In order to reduce housing costs, colocation can also be a good solution. Notably, in Verdun, the price of large apartments is lower. To find the rare pearl at a low price and to be on the lookout for roommate offers, do not hesitate to consult classified ad websites, social networks and to inquire with your student association.

Furnish yourself without breaking the bank

The price of furnished accommodation can sometimes be very affordable. If you are not so lucky, no worries. The offer of second-hand products is abundant. Classified ads and social networks are useful for finding appliances and furniture at low prices. In addition, resale stores, non-profit organizations, garage sales and bazaars are perfect places to find dishes, linen and decorative accessories.

Stay connected for a small fee

To find a mobile plan and an internet plan adapted to your needs, it is advisable to turn to smaller companies. From \$35/month you can find a mobile plan with the possibility of adding international calls at little cost. These same telecommunications companies can offer basic internet service for about \$40/month.

Getting around without spending

In Montreal, public transit is discounted for students. The monthly plan at \$56/month will allow you unlimited bus and metro trips around the city. The use of

public bicycles is also a good way to reduce transport costs. For a one-way trip, renting the bike will cost you \$1 in base fare and then 15¢/minute.

Eating well all year round

Food is sometimes less expensive in neighborhood grocery stores than in big box stores. In addition, student associations may offer food donations to their students on certain special days. Find out more about the services offered by your association. Several food assistance services are available throughout the city. Businesses such as restaurants, grocery stores and bakeries can donate their surplus food at the end of their day. Do not hesitate to consult these offers on the web.

Discover the city differently

As you surely know, Montreal is a very festive city. During the summer, several free festivals are organized. You can also take advantage of reduced rates on your tickets to certain artistic and cultural institutions, upon presentation of your student card. Whether visiting museums, seeing a play or attending music concerts, find out about the rates available to students.

Finally, to facilitate your integration and learn more about the various possibilities available to you, we invite you to make an appointment with one of our reception and integration advisors. If you are an immigrant woman, consult here the accommodation service offer of the Maria-Goretti Residence. In addition, we regularly organize workshops to teach you how to cook with Quebec products and discover new recipes! Consult our calendar of activities to learn more.

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All about the Canadian citizenship test

May 31, 2022

The final stretch of the complete immigration process for anyone who wants to commit to it, the citizenship test allows them to obtain Canadian nationality. By becoming a citizen of Canada, you get the right to vote, a Canadian passport and even the opportunity to run in federal or provincial elections if you aspire to it!

A step no less symbolic than stressful for many candidates in the process of becoming a citizen of Canada, the citizenship test is the subject of recurring questions about its progress and its specificities. Our advisors give you an overview of the process.

Who can apply for citizenship and under what conditions?

To become a Canadian citizen, you must apply to the government. You can obtain the application package available on the official IRCC website. Count \$630 CAD for an adult, \$100 CAD for a minor or a person born to a Canadian parent.

Not everyone is eligible, you must meet certain criteria before formulating your wish:

- be a permanent resident;
- have lived in Canada for at least 3 years in the last 5 years, i.e. precisely 1095 days;
- have filed your tax returns if you were required to do so;
- demonstrate your language skills in one of the country's two official languages, English or French;
- not have been convicted of a crime, whether on Canadian territory or abroad, be serving a prison sentence or be on parole/probation;
- and finally, pass your citizenship test!

Why a citizenship test?

All individuals between the ages of 18 and 54 at the time of applying for citizenship are required to take this test. It allows Canadian authorities to ensure that you have sufficient knowledge of your adopted country and the rights and privileges that citizenship confers on you.

What's next!

To help you prepare for all stages of the citizenship test, PROMIS offers two workshops so that you are well equipped for this step.

The first covers the following topics:

- Requirements for applying for citizenship
- The procedure
- Preparation
- The citizenship test
- Oath of Citizenship and Ceremony

The second allows you to practice with a live exam and then review the questions as a group.

If you have any further questions about applying and testing citizenship, please do not hesitate to contact our advisors. It is always our pleasure to offer you personalized support for your efforts!

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Practical guide to understanding labour standards in Quebec

May 5, 2022

In Quebec, work is governed by the *Act respecting labour standards*. It imposes on employers the minimum working conditions that they must respect towards their employees. The law therefore specifies the minimum rules to be applied in terms of salary, working hours, holidays and absences or termination of employment.

The world of work is different in each country, it's a whole universe to discover! It is very important that you are informed of your rights to fully thrive in your new job.

Salary

You are entitled to minimum wage if you work for an employer, even if it is only a few hours, receive commissions or are in training.

The Government of Quebec sets the minimum wage each year.

In Quebec, wages are paid at regular intervals not exceeding sixteen days. Each employee must receive a pay slip detailing all the information necessary to calculate his remuneration.

Tips

If your work involves tips, know that the tips you receive belong to you in full, whether they were paid directly to you or not. Your employer is therefore legally obliged to pay you the tips that have been given to you, without deducting any administrative costs that may have resulted. That doesn't stop him from having to pay you minimum wage!

However, your organization may have a tip-sharing agreement. You must then be informed as soon as you arrive at the company.

Working hours

The standard work week in the province is usually 40 hours. Many companies, however, offer weeks that vary between 35 and 39 hours. The number of weekly working hours must be explicitly stipulated in the established employment contract.

Your work schedules include both your breaks (even coffee breaks!) and times when you are forced to wait for someone to assign you a task as long as you are available. Only the time allotted for meals is not counted, unless you stay at your post to work.

You may have to work more hours than your usual schedule. Your employer must then pay you this overtime, under the pretext that this additional working time has been approved in advance. They are subject to a 50% increase (rate and a half) of your regular hourly wage, not including premiums.

At your request, your employer may also replace overtime pay with a bank of equivalent leave hours.

Be aware that you can refuse to work overtime if your presence is required with your child or caregiver. [The CNESST website](#) details all the specificities of the law on the subject.

Statutory holidays in Québec

The province has 8 statutory holidays to which the vast majority of employees are entitled:

- January 1 (New Year's Day)
- Good Friday or Easter Monday, at the employer's choice
- The Monday before May 25 (National Patriots' Day)
- June 24 – or, if that date falls on a Sunday, June 25 (Quebec National Day)
- July 1 – or, if that date falls on a Sunday, July 2 (Canada Day)
- September 1st Monday (Labour Day)
- Second Monday in October (Thanksgiving)
- December 25 (Christmas Day)

These public holidays are therefore non-working and paid, except for persons who are absent without authorization or valid reason on the day before or after the public holiday.

If your business activity requires you to work on a public holiday, you are entitled, in addition to your usual remuneration, to compensation or compensatory leave in the three weeks preceding or following the holiday.

Holidays

The number of days to which you are entitled is calculated based on your reference year, which runs from May 1 to April 30. The length of the holidays depends on your seniority.

If you have been with your company for less than a year, you earn 1 day of vacation per full month of continuous service, up to a maximum of two weeks of vacation. For

more than one year and less than three years, you have been entitled to 2 weeks of leave. Beyond three years of seniority, you benefit from three continuous weeks.

Some companies make other arrangements and offer you several weeks of vacation in the first year. In any case, the company's policy must be clearly explained in the employment contract.

Sick leave or days of absence

In addition to holidays, you are entitled to two paid days of absence per year. For example, you can use them in case of illness or to fulfill family obligations.

Termination of employment

If an employer decides to terminate his contract with an employee, he is required to give the employee written notice of termination of employment. Notice periods depend on the length of time the post has been occupied.

During the trial period of the first three months of activity, the employer is not required to give notice. Beyond that, the law provides for 1 week's notice up to one year of continuous service, 2 weeks of 1 to less than 5 years of practice, 4 weeks of 5 to 10 years of notice and 8 weeks' notice after ten years.

In any event, the employer must pay the employee he dismisses an indemnity for the vacation that remained to be used as well as a financial indemnity equivalent to 4 to 6% of the gross salary earned during the reference year.

Be aware that if you lose your job, you may be eligible for Employment Insurance benefits from the Government of Canada.

Use of the French language

French is an official language of Quebec and is also official in most Quebec businesses. While some also adopt English, particularly for international exchanges, section 4 of the *Charter of the French Language* recognizes the right of workers to carry out their professional activity in French.

We can only encourage you to strengthen your learning of French to integrate not only into everyday life, but also into the professional environment! Do not hesitate to regularly consult the PROMIS calendar to participate in our information sessions and take free classes according to your level of command of the French language.

Appeals to the CNESST

In the event of unfair dismissal, poor working conditions, if you witness or think you are experiencing harassment, you can contact the CNESST complaints and recourse service.

The Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) will be able to advise you on the steps to take, conduct an investigation and compensate you if necessary.

If you have any questions about your rights, our team is here for that! Make an appointment with an advisor now, meetings are free and can be done in person or online depending on your preference.

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Foreign driver's licence and driving in Québec: what you need to know!
April 5, 2022

Despite the efficiency of Montreal's public transit system, many people travel by car out of preference or necessity. As an immigrant, it is important to understand the particularities of driving in Quebec and, above all, to have a valid licence. Here is some information you need to know before hitting the road.

Am I allowed to drive?

When you arrive in Québec, you can use your Canadian or foreign driver's licence for six months. You must then obtain a Quebec licence to retain the right to drive.

Newcomers can apply as soon as they arrive. The conditions for exchanging your licence depend on the country where you acquired it. It is not necessary to pass a proficiency exam to do so if it originated in another Canadian province or in one of the following countries: Austria, Belgium, Germany, France, Great Britain, Isle of Man, Northern Ireland, Japan, Netherlands, Republic of Korea, Switzerland, Taiwan, United States. The others must pass the appropriate exams.

Check [out this page](#) to understand your situation.

Obtaining a Québec driver's licence

From the age of sixteen, you can enrol in a driving school recognized by the SAAQ to obtain a Class 5 licence. Students who are not residents of Quebec must provide proof that they are authorized to stay in Canada for at least six months.

This compulsory course consists of a theoretical part of 24 hours and a practical part of 15 hours on the road with an instructor. After completing the four modules of the first phase and passing the knowledge test, students must go to an SAAQ service point to obtain a learner's licence that entitles them to drive provided they are accompanied by a driving school instructor or an escort.

It is then necessary to wait at least ten months to be able to take the SAAQ theoretical exam, then twelve months for the practical exam. Further information is contained on [this page](#).

Particularities of driving in Québec

As you know, the rules vary from country to country. Read on to discover some peculiarities of driving in Quebec that should not be ignored.

- **Drugs and alcohol:** A police officer can arrest you at any time and require you to take a coordination test and a detection test. If you have a blood alcohol level of 80 mg or more per 100 ml of blood (0.08), you could be charged under the Criminal Code. The same intolerance applies with drugs, including cannabis.
- **Speed limits:** Traffic signs display speed limits in kilometers per hour. With some exceptions, the default limit is 50 km/h in towns and villages, 30 km/h in school zones, 90 km/h on secondary roads and 100 km/h on motorways.
- **Safety:** All passengers must wear seat belts at all times. Children must be seated in a compliant car seat until they are 145 cm tall or nine years old.

Visit the [SAAQ website](#) to find out more about the Highway Safety Code and the meaning of traffic signs.

The free services offered to immigrants by PROMIS include personalized support for integration into Quebec society. Among other things, we can help you identify the steps that will facilitate your integration and that of your family and direct you to available resources, services and programs. Do not hesitate to [contact us](#)!

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By the way

PROMIS helps immigrants and refugees and their families in their cultural, social and professional integration efforts.

[\[\(38\) PROMISED as the crow flies.- YouTube\]](#)

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Historical
Board of Directors
Team
Financial partners
Activity reports
Publication
Awards and mentions
Policy and complaint handling

Everything under one roof

In the form of personalized consultations and group information sessions, our services to help integrate newcomers are free of charge. They are aimed at individuals and families in eight areas of intervention:

Reception and integration
Francization
Employment assistance
Regionalization
School support
Support for families
Food action
Accommodation

PROMIS also offers customized services to businesses.

In pursuing its mission to help immigrants, PROMIS puts into practice the following values: autonomy, respect for differences, mutual aid and solidarity.

Mission

Facilitate the integration of immigrants and refugees so that they can participate fully in the development of Québec society.

Vision

Our vision is to develop in the next 5 years and become the leader in welcoming immigrants and thus be recognized as the best in our field in Quebec.

Securities

Excellence: For us, excellence is reflected in the quality of the services we offer to our users and the professionalism we demonstrate towards everyone. It expresses our desire for rigour, to draw inspiration from best practices to keep us in continuous improvement.

Innovation: For us, innovation is about encouraging the questioning of traditional approaches, exploring different avenues of solution while looking for new creative variants and, thus, finding flexible and adaptable solutions, while respecting professional and organizational standards.

Respect: For us, respect represents the feeling and manifestation of consideration for a person, which leads to treating them with special consideration. Therefore, in order to consider the other, it is important to behave accordingly.

Commitment: For us, the commitment is manifested by our intention to continue the integration of immigrants into Quebec society. Promis is committed to offering the best support and distinguishing itself through its customer service. Our commitment is also demonstrated by transparency, integrity, and how we act responsibly towards our users.

Inclusion: For us, inclusion manifests itself in anticipating, valuing and supporting the diversity of each person. This means being open, acting with respect, and creating conditions that protect people's human dignity and autonomy, so that they can make informed choices and participate in improving their living environment.

Services in multiple languages:

In addition to the two official languages, French and English, our counsellors are able to serve newcomers in: Arabic, Bosnian, Bulgarian, Creole, Croatian, Farsi, Hindi, Kinyarwanda, Kirundi, Norwegian, German, Portuguese, Punjabi, Romanian, Russian, Serbian, Spanish.

In order to facilitate your first contacts in Quebec, PROMIS has resources adapted to your needs! Do not hesitate to contact our advisors by phone at 514-345-1615.

Facilitate your integration in Quebec and follow us on our facebook page [[PROMIS | Montreal QC \(facebook.com\)](#)]

Stay tuned for immigration news, tips and activities!

History page (do not copy this text)

Image of the hero

History

PROMIS helps immigrants and refugees and their families in their cultural, social and professional integration efforts.

Video to put in the page (do not copy this text)

[\[The history of PROMIS and the Maria-Goretti residence\]](#)

It was in 1988 that the organization was created and received the name of PROMIS, which means: PROMotion – Integration – New Society. PROMIS is the initiative of Mrs. Andrée Ménard, Missionary Sister of the Immaculate Conception and three young immigrants who are involved with her in the project to help newcomers in the difficult process of adapting to the host society.

On January 17, 1989, thanks to the first five-member Board of Directors, the organization was officially founded and received its Letters Patent. Since then, PROMIS has gradually developed its services based on the multiple needs of its immigrant clientele.

Residence Maria-Goretti

Since 1953, the Maria-Goretti Residence has offered short, medium and long-term stays to women from here and abroad in a friendly and safe atmosphere. Today, this PROMIS accommodation service has 220 rooms spread over five floors.

Team page (do not copy this text)

Image of the hero

Team

PROMIS helps immigrants and refugees and their families in their cultural, social and professional integration efforts.

PROMIS is proud to count on a team of qualified people who are committed to serving our partners and customers. To ensure continuous improvement, our professionals regularly attend coaching sessions and refresher training to stay abreast of new developments in immigration and best intervention practices.

In order to serve you well, the PROMIS team has a team speaking more than 15 languages.

Our team is committed to providing fast, efficient follow-up, high quality customer service and personalized services.

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Sound management to offer comprehensive services to immigrant clients! I promise!

FAQ page (do not copy this text)

Image of the hero

Frequently Asked Questions

How can I apply for a stay at Residence Maria-Goretti?

Our service is linked to the mission of PROMIS which helps immigrants, by offering temporary accommodation in priority to newcomers or foreign students. The first condition is to accept access to the services of PROMIS. First, you must complete the online form in the Residence or Transit section. Our hosting service will contact you within working days. After the analysis of your application, if your application is accepted, we will confirm your registration. A fee of \$50 will be charged for the opening of your file. Once registered on our lists, we will contact you as soon as we have a room available on a date approaching the desired date of arrival. For the Transit stay, special conditions apply for a limited number of rooms. We ask that you contact us by phone for information.

What does it mean: Accept access to PROMIS services?

As a newcomer, you will have the chance to meet a PROMIS advisor who will provide you with information on all the services available to you under one roof completely free of charge.

What is included in the living expenses?

The resort fee includes telephone service for local calls (landline telephone with voicemail), network Internet connection, heating, electricity and hot water. The rooms are furnished but bedding is not provided.

Are all rooms single occupancy and what is the difference between a small and large room?

All our rooms are single occupancy. The only differences between the large and small bedroom are the area (11 m² or 16 m²), the number of closets and the number of windows (1 or 2).

Can I change rooms to a larger one after my arrival if there was no room available?

You can make a request for a change of room which will be granted to you according to availability. A \$50 fee will apply.

Can I bring furniture?

In order to keep the Residence secure without risk of parasitic contamination, furniture from outside is not accepted.

If you wish to add small new pieces of furniture from the supplier, you can request it from the administration.

Can I cook in my room?

The Residence offers a kitchen on the 5th floor where you can prepare your meals. Microwaves are available on each floor to heat your dishes. In the rooms, no cooking appliances are accepted except kettle and coffee maker.

Is there a curfew and can I receive visitors?

There is no curfew. You can get in and out as you see fit. After 11pm, the

person in charge of security at night, will greet you and ask you to identify yourself before being able to access your room. Visitors are not allowed in the rooms but only in the lobby. Visitors are allowed but must be greeted at reception by the resident and sign a visitation register. In the current context, no visits to the rooms are allowed.

Who can I refer to if needed once there?

At the Residence, there is a presence 24 hours a day, 7 days a week. The accommodation service located on the first floor, is open Monday to Friday from 9am to 5pm to answer all your questions. Reception is open 7 days a week, from 7am to 11pm. Security takes over from 11 p.m. to 7 a.m.

How can I receive my mail or parcels at the Residence?

Mail and parcels are collected at reception where you can pick them up.

How can I make the payment of living expenses?

The payment of living expenses must always be made on the first of the month. If you arrive from abroad, we accept credit card or cash payments for the first month. Thereafter, all payments must be made by Interac e-Transfer or cheque payable to PROMIS.

Can I extend my stay beyond one year?

Stays at the Residence are temporary but may be extended under certain conditions. Individuals pursuing their studies may be allowed to remain at the Residence for up to a maximum of 3 years.